

Challenge Statement	Strategies	Number of Dot Votes	Level of Readiness for Action	Zone of Control	Relevant 2015 Goal Area(s)	Freeform Tags (Not a Current Goal)
How might we educate citizens to the potential of current city tech to enable transfer of information?		1	Define Challenge	Illuminate & Evangelize		Civic Technology, Community Engagement
	NJ: 1) ID other Commissions that would be willing to host forums to discuss w Citizens their needs/interests in accessing info. 2) advocate City Council hosting "how to get info" sessions for citizens. 3) use opty to collect info re: what they want or need access to. 4) create trainings/webinars that can be on-call to help people learn how to access info.					
	DG: 1.1. Support CoA to promote GTOPS					Community Engagement
	DG: 1.2. Identify & celebrate success stories					Community Engagement
	1.2.1. Define what success and celebration should be					Community Engagement

	DG:1.3. Propagate / promote success stories to City Council as a first step					Community Engagement
	DG: 1.4. Next, request / recommend addition to GTOPS budget to enhance its reach					Community Engagement
How might we understand the complexity of city IT?			Recognize Challenge/Opportunity	Learn & Research, Illuminate & Evangelize	Commission Effectiveness	One IT
	NJ: 1) solicit "off the record" conversations with IT dept. to hear about what works, where there are challenges, and what their recommendations to solve challenges. 2) Find out where there is overlap of requirements (needed and existing) 3) who is the champion for this within the City?					One IT
	DG: 1.1. Start WG (with commission members and CoA staff) to address the following:					
	1.1.1. Request presentations from CoA IT departments to:					

	1.1.1.1. Understand / evaluate current distributed IT architecture and technical / business justifications for it					
	1.1.1.2. Determine current cost structure (dollars and people) to support current environment					
	1.1.2. Define the requirements, both current and future, of the city IT groups to support internal / external customers & stakeholders.					One IT
	1.1.3. Evaluate impact of alternatives from technical and business PoV - single, centralized IT group (not my preference from my past experience at 2 major companies) and Hybrid IT group (a core group to provide common functionality) plus support / specialist group embedded in each major organization to ensure customization for individual needs (I can explain that in person if you wish or in a detailed note)					

1.1.4. Work with CoA IT team members to define recommended solution, including metrics of success and on-going quality measurements (covering, e.g., greater system efficiency, extensibility over time, greater ease of use, superior security, improved customer, both internal and external, satisfaction)					
1.1.5. Present report to entire commission for next steps					
MC: o Receive briefing from internal City tech users, (internal clients).					One IT
MC: o Receive briefing from internal City tech producers/procurers, (internal service providers).					One IT
MC: o Receive briefing from external experts.					One IT
MC: o Receive a briefing on the AMANDA software system.					One IT

	MC: o Form a Working Group to form recommendations.					One IT
	MC: o Create a map of the federated IT architecture in the City. Understand the existing framework.					One IT
How might we politically advocate for city IT?	1) Identify what we want/need to advocate for.		Define 2 Challenge	Illuminate & Evangelize		One IT
	1.1. Present to CoA executive management and lobby City Council for appropriate support for robust implementation (dollars and people)					One IT
	1.2. Monitor / Evaluate CoA implementation					One IT
How might we agree on a technology framework to be adopted by all commissions?			Define Solution Set	Decide & Assign		One IT

	DG: 1.1. Meet with representatives of other coalitions to understand their definitions of technology and their technology needs					One IT
	DG:1.2. Start an inter-commission WG to:					One IT
	1.2.1. Define needs that are common to all / most commissions					One IT
	1.2.2. Propose projects that align / respond to above needs					One IT
	DG:1.3. Present to City Council for support of specific projects					One IT
	DG:1.4. Work with CoA staff to implement project goals					One IT
	DG:1.5. Present back to affected / involved commissions for review and adoption					One IT
How might we secure citizens' data?	NJ: NSA	1	Define Challenge/Opportunity	Recommend & Collaborate		One IT,Community Engagement

<p>Advocate for a way to enable Commissioners to collaborate outside of the meetings, stay within compliance, and do it electronically. How might we use modern online collaboration platforms given the limitations of the Texas Open Meetings Act?</p>	<p>NJ:1) Talk to other cities to learn how they manage collaboration in a digital world. What tools do they use? 2) ID 3-5 options to test against the current rule/regulations. 3) Get. It. Done.</p>	4			Commission Effectiveness	
					Commission Effectiveness	
	<p>MC:○ Research how other Texas cities collaborate. Who is making the most of modern communication technology?</p>				Commission Effectiveness	
	<p>MC:○ Open a discussion with City’s Legal Department about options for a online forum for Boards and Commissions to parallel City Council’s online forum for hosting policy drafts and discussion.</p>				Commission Effectiveness	
	<p>MC:○ Discuss how to organize Working Groups to collaborate effectively and avoid the limitations of TOMA.</p>				Commission Effectiveness	

How might we encourage all departments to participate in the open data initiative?					
		Define 2 Challenge	Decide & Assign	OpenGov	
	MC: ○ Receive frequent updates from Open Data Initiative Team, likely CTM department.			OpenGov	
	MC:○ Form a Working Group on Open Gov & Open Data			OpenGov	
	○ Recommend an Open Governance Oversight group that includes internal City leaders, civic organizations, education institutions, and businesses.			OpenGov	
	○ Recommend a channel by which citizens can provide feedback and ask questions about City open data that is less formal/urgent than a Public Information Request. A 311 service for City Websites and Digital Services.			OpenGov	

	<ul style="list-style-type: none">○ Recommend a policy for the procurement on IT systems, apps and digital services that requires the procuring department to create an open data plan that specifies how and when public information provided to 3rd party vendors will be provided to the public-at-large in a raw, machine readable format.				OpenGov	
	<ul style="list-style-type: none">○ Research and recommendations around data gathered via surveys:<ul style="list-style-type: none">■ Survey data should be made publicly accessible in appropriate formats including raw data, data maps, questionnaires, and details about survey methodology.■ Survey data should include demographic questions, but should not capture any personally identifiable information and preserve the anonymity of individual respondents.				OpenGov	

	○ Recommend that the adopted Resolution 20111208-074 that commits the city to principles of open government should resolution should be updated to reflect needs and experience over the past four years, and adopted as an Ordinance.				OpenGov	
	○ Encourage a "digital first" strategy for collecting government data.				OpenGov	
● How might we improve access to and completeness of public-meeting information?					OpenGov	
	MC: ○ Provide input on the procurement of modern legislative tracking and agenda management software system that would:				OpenGov	
	■ Support the publication of the underlying meeting details, decisions, and supporting documents data in an open data format.				OpenGov	

	■ Focus on the user. Procurement of agenda management software should focus on exceptional delivery of service to citizens as end users in addition to elected representatives, their staff and City Clerk employees.				OpenGov	
	■ Research and evaluate best practices from other cities, such as open-source tools like Councilmatic. City procurement team should seek resources and requirements in order to implement such a system in the City of Austin.				OpenGov	
	MC: ○ Provide recommendations that would allow the publication of all meeting events in an easily downloadable feed for users to effortlessly receive updates when meeting times and locations change. RSS or calendar client formats (iCal, Outlook, Google, etc)				OpenGov	

<ul style="list-style-type: none">How might we support open-source & volunteer civic technology innovations, taking them from experimental proof-of-concepts into becoming official City backed community resources?				OpenGov	
	MC:○ Discover who within the City IT hierarchy is in a place to evaluate and support open source volunteer projects.			OpenGov	
	MC:○ The Chief Data Officer of the City of Chicago, Tom Schenk estimates that they've received 150 hours of high-skilled volunteer time contributed to the city on their open source projects.			OpenGov	
How might we get grant recipients to report outcomes rather than outputs from their grants?	NJ: 1) require pre- and post- surveyes of outputs nd outcomes for program participants; 2) require pre-survey for outputs and outcomes for grant recipients.	2	Define Challenge	Decide & Assign	GTOPs

How might we make the city's information more accessible and user-friendly?		Define 2 Challenge	Illuminate & Evangelize	OpenGov	
	NJ:1) ID what type of info needs to be more accessible; 2) find supporter within the City; 3) ID how people want to access info. Are there different ways they want to access different info?			OpenGov	
	MC:○ Recommend the creation of an issue tracking system for website and digital properties to encourage feedback and productive action in the form of site improvement.			OpenGov	
	MC:○ Create a regularly updated public inventory of websites and digital services to understand the scope of digital service universe.			OpenGov	

<ul style="list-style-type: none"> How might we encourage feedback and productive action in the form of city website and digital service improvements? 				OpenGov	
	MC:○ Research how other cities make digital services websites and projects open-source and hosted on Github.com.			OpenGov	
	MC:○ Research the potential for volunteer code contributions, bug fixes, and content recommendations to existing city digital properties.			OpenGov	
How might we advocate before council for more money for GTOPs?	NJ:1) (long game) ID the potential for orgs to provide vision into the needs for the city thorough their Outcomes reporting. 2) craft idea for second term additional funding based upon outcome reporting.	1	Define Challenge	Decide & Assign	GTOPs,Dig Inclusion
How might we follow up and identify success of GTOPs 2015 rubric?	NJ:1) Request "annual report" of grantee which has required Qs and allows them to build a baseline.	1	Define Solution Set	Decide & Assign	GTOPs,Dig Inclusion

How might we identify success metrics for GTOPs awardees?	NJ: 1) Based upon grantees' proposed outcomes, measure against it and provide "credits" for next time they apply. 2) Request/create "annual report" of each grantee.	1	Recognize Challenge/Opportunity	Decide & Assign, Recommend & Collaborate	Digital Inclusion, GTOPs	
How might we assess other cities' public access service delivery?	NJ: 1) ID cities most like Austin & send Commissioners to visit those cities; 2) Conduct interviews with their teams to ID how they provide info; 3) create checklist of best practices.	1	Define Challenge, Define Solution Set	Learn & Research	Community Media and PEG	
How might we increase the number of GTOPs recipients that serve the 8% not digitally included?	NJ: 1) build it into the scoring and let people know that.	1	Define Solution Set	Recommend & Collaborate, Illuminate & Evangelize	GTOPs, Digital Inclusion	
How might we identify technology overlaps with other commissions?	NJ: 1) Establish a cross-commission comms process (seriously? How come this doesn't exist?). 2) ID need for online information sharing platform to facilitate sharing.	1	Define Challenge/Opportunity, Define Challenge		Commission Effectiveness	

	o Request to receive updates from Boards and Commission Chairs that have obvious overlaps					
	o Programmatically scan Board and Commission Agendas for relevant topics.					
	AN: Develop a background information packet on technology and the Shared Economy for council members.				Commission Effectiveness	
How might we identify trends in non-awarded GTOPS applicants with great ideas?	NJ: consolidate f/b from reviewers about where somethingdidn't resonate with graders; build out a presentation training (for fast-pitches, some groups create a mentorship/presentation training for applicatns).	0	Recognize Challenge/Opportunity	Learn & Research	GTOPs,Dig Inclusion	
How might we focus our efforts to serve 95% of the population?			Recognize Challenge/Opportunity	Learn & Research	GTOPs,Dig Inclusion	
	DG: 1.1. Start a WG (commission members and city staff) to:					
	1.1.1. Determine current state of cellular and high-speed interconnect and their distribution throughout CoA					

	1.1.2. Benchmark against other cities around the world, e.g., Portland, Boston, San Francisco, Singapore, etc					
	1.1.3. Provide report to entire commission for presentation to City Council, etc.					
	DG: 1.2. Review with service providers on potential roadmap for progress					
	DG: 1.3. Present to CoA leaders (City Council and CoA management) on possible strategy					
	DG: 1.4. Serve as a catalyst to promote migration to latest technologies in communication in CoA					
	DG: 1.5. Monitor progress in improving cellular and high-speed interconnect infrastructure					